

FIG. 3

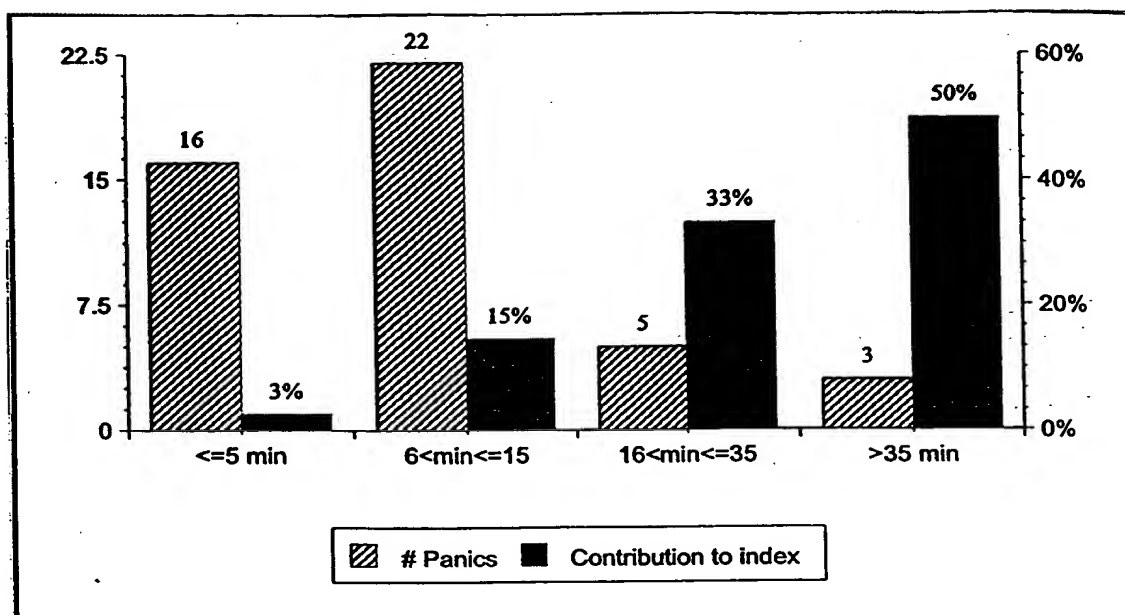


FIG. 4A

| | | | | | |
|-----------------------|---------|-----------|------------|---------|---------|
| Server population: | 128 | | | | |
| Category: | <=5 min | 6<min<=15 | 16<min<=35 | >35 min | Total |
| # Panics | 16 | 22 | 5 | 3 | 46 |
| Panics/Machine: | 0.12500 | 0.17188 | 0.03906 | 0.02344 | 0.35938 |
| Relative Weight: | 100 | 400 | 4000 | 10000 | |
| Server Panic Index: | 12.50 | 68.75 | 156.25 | 234.38 | 472 |
| Contribution to index | 2.65% | 14.57% | 33.11% | 49.67% | 100.00% |
| Target Improvement: | 20% | | | | |
| Target index: | 377.5 | | | | |

FIG. 4B